NEW WORRIES: Coping with Mandatory Masking & Encouraging Employee Self Care

Tips for coping with mandatory masking:

1. Model the behavior and attitude you want.
2. Offer resources to make compliance as easy as possible.
   a. Information
   b. Signage
   c. Masks
   d. Hand sanitizer
3. Give people out of compliance the benefit of the doubt.
4. Acknowledge when someone doesn’t want to wear a mask. Validation is powerful!
5. Reiterate your safety protocol in a calm, kind tone.
6. Practice! Role play using realistic scenarios from your workplace.

Tips for helping staff cope with their extra responsibilities:

1. Acknowledge how challenging this can be for employees.
2. Have consistent check-ins with staff, individually and as a group.
3. Ask open-ended questions:
   How are you feeling about operational changes?
   What are the most difficult parts?
   How can I best support you?
   • Model taking breaks, drinking water, prioritizing wellness
   • Structure break times
   • Offer flexibility when possible
5. Help employees focus on what they can control.
6. Remember that this is temporary (and will end more quickly with improved compliance).

Work Force EAP is offering a range of trainings specifically related to managing pandemic-related stressors.

Topics include: Resiliency Strategies During A Pandemic; Addressing Isolation; De-escalation Techniques; Team Building Through Change; and Managing Remotely.

For more information, contact Work Force EAP at 1-800-769-9819.